

Amend **SB 2194** by adding the following appropriately numbered SECTION to the bill and renumbering subsequent SECTIONS of the bill accordingly:

SECTION _____. (a) Section 17.004, Utilities Code, is amended by adding Subsection (a-1) to read as follows:

(a-1) Notwithstanding any other law, a buyer of retail electric service has the right to:

(1) avoid discontinuation of electric service for nonpayment on a Saturday or Sunday or a holiday observed by an electric utility or retail electric provider, unless the utility or provider is open to accept payment and restore service on that day;

(2) avoid discontinuation of electric service for a period of 60 days of nonpayment if an electric utility or retail electric provider receives written notice from a medical doctor licensed to practice in this state or a state that shares a border with this state that certifies that discontinuation of service would create a life-threatening situation for the customer or a permanent resident of the customer's household;

(3) negotiate with a retail electric provider a deferred payment plan to avoid discontinuation of electric service for a delinquent account in accordance with the utility's or provider's terms and conditions;

(4) avoid discontinuation of electric service or refusal of service for a location because a former occupant at that location, not of the same household, failed to pay a previous bill;

(5) avoid disconnection of electric service during periods when temperatures exceed 100 degrees Fahrenheit or fall below 32 degrees Fahrenheit and at times described by Section 39.101(h);

(6) avoid discontinuation of electric service on account of nonpayment if the customer has been approved for Low Income Home Energy Assistance Program benefits in an amount equal to the delinquent balance, the customer has provided notice of the approval to the electric utility, and the benefits are payable before the 30th day after the date the customer provides the notice;

(7) avoid discontinuation of electric service for failure to pay a portion of any bill that is in dispute if the

customer provides a deposit for the amount in dispute;

(8) avoid discontinuation of electric service for nonpayment of bills if, as of 8 a.m. on the scheduled date of disconnection, a freeze warning has been issued by the National Weather Service for the county of the scheduled disconnection;

(9) avoid discontinuation of electric service for nonpayment of bills if, as of 8 a.m. on the scheduled date of disconnection, an excessive heat warning has been issued by the National Weather Service for the county of the scheduled disconnection;

(10) request a written explanation for the reason a retail electric provider refuses to serve a customer if the utility or provider refuses to initially serve the customer;

(11) receive a written explanation from a electric provider that refuses to initially serve a customer, after the customer provides the utility or provider with a valid mailing address, that includes:

(A) the reason service is being refused; and

(B) a description of the actions the customer must take in order to receive service;

(12) be given accurate and understandable information concerning the price and terms of service for electric service; and

(13) have access through the commission to an independent administrative process that provides a simple, quick, and effective means of resolving complaints about electric service and bills for customers who are unable to resolve disputed bills directly with a retail electric provider.

(b) The Public Utility Commission of Texas shall adopt rules as required to implement, administer, and enforce Section 17.004(a-1), Utilities Code, as added by this section, not later than July 1, 2022.